

MASSACHUSETTS WORKFORCE DEVELOPMENT SYSTEM

# Mass Workforce Issuance

100 DCS 08.107

☐ Policy ☒ Information

**To:** Chief Elected Officials  
Workforce Development Board Chairs  
Workforce Development Board Directors  
Title I Administrators  
Career Center Directors  
Title I Fiscal Officers  
DCS Operations Managers

**cc:** WIOA State Partners

**From:** Alice Sweeney, Director  
Department of Career Services

**Date:** November 3, 2016

**Subject:** **Multilingual Resources Available on Mass.gov/Massworkforce**

**Purpose:** To notify Local Workforce Development Boards, One-Stop Career Center Operators and other local workforce partners that the Office of Multilingual Services has expanded language translation of materials for the Career Center Seminar (CCS), Career Action Plan (CAP) and Labor Market Information (LMI) via a new selection tab on the Massworkforce website under [Resources](#). Along with English, the CCS Presentation, CAP Form and State LMI Worksheet are available in:

Arabic	Italian	Portuguese
Chinese	Khmer	Russian
French	Korean	Spanish
Haitian Creole	Laotian	Vietnamese

**Background:** The Office of Multilingual Services strives to ensure meaningful access to all aspects of agency programs, services and activities for all Limited English Proficiency (LEP) customers by providing language expertise, support, and guidance, including American Sign Language (ASL). The Multilingual Services Unit facilitates communication between DCS staff and Limited English Proficiency (LEP) customers by providing interpretation and translation services. The Unit itself comprises of staff who speaks: English, Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, French, and Italian.

Multilingual Services office hours are Monday to Friday from 8:30 am to 12:00 pm and 1:00 pm to 4:00 pm.

**Action**

**Requested:** Please share the information with staff and partners as appropriate.